

# Enterprise Incident Report February 2011

As of 3/1/2011

## Environmental Quality

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Environmental Quality	106	2	108
	32	1	33
Customer Company Total	106	2	108
	32	1	33

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Environmental Quality	106 1	2 0	108 1
Customer Company Total	106 1	2 0	108 1

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	Low	Medium	ATTIR Total
Environmental Quality	106 0.13	2 0.00	108 0.13
Customer Company Total	106 0.13	2 0.00	108 0.13

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Environmental Quality	106 8	2 0	108 8
Customer Company Total	106 8	2 0	108 8

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

**Top Number - Total Incidents**

**Bottom Number - Average time in hours**

Customer Company	Low	Medium	ATTR Total
Environmental Quality	106 1.66	2 0.03	108 1.63
Customer Company Total	106 1.66	2 0.03	108 1.63

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### Detail

<b>INC000000256299</b>	Thad Baldwin Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.80
<b>INC000000256306</b>	Tina Mercer Metro B Desktop Support	Network Steve McCann	Incident Environmental Quality	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000256322</b>	Susan Woeppel Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.40
<b>INC000000256581</b>	James Harris Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.12
<b>INC000000257016</b>	Chad Harris Capitol Hosting	Application Curtis Parker	Password Environmental Quality	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.43 6.43
<b>INC000000257113</b>	Brent Everett Metro B Desktop Support	Mobile Devices Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000257123</b>	Heather F Bobb Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000257289</b>	Gwyn Galloway Metro B Help Desk	Application Janet Hongsyvilay	Error Environmental Quality	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
<b>INC000000257467</b>	Brad Holdaway Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000257655</b>	Chad Harris Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
<b>INC000000257692</b>	Ann Rosser Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.83
<b>INC000000257705</b>	Lisa Gelino-Titcomb Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.63
<b>INC000000257709</b>	Steve Packham Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.91
<b>INC000000257869</b>	William Andes Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.47
<b>INC000000258056</b>	Jay Morris Help Desk	Telecom Brenda Treadway	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000258168</b>	Melissa Yazhe Metro B Desktop Support	PC/Laptop Steve McCann	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.41

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<b>INC000000258471</b>	Craig W Jones Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.22
<b>INC000000258529</b>	Mo Slam Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000258541</b>	Sandy Dixon Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000258556</b>	Steve Packham Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000258647</b>	Michael Grange Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000258648</b>	Trisha Johnson Metro B Desktop Support	Network Steve McCann	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000258657</b>	Michael Georgeson Metro B Desktop Support	Remote Connectivity Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000258816</b>	Frank Stehno Metro B Help Desk	Network Janet Hongsyvilay	None Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000259050</b>	Brianna Ariotti Metro B Desktop Support	Application Tom Hanson	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.36
<b>INC000000259060</b>	Michael Zucker Voice Operations	Telecom Kelly Johnson	Call/Receive Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.20
<b>INC000000259304</b>	Melissa Yazhe Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.16
<b>INC000000259307</b>	Trisha Johnson Metro B Desktop Support	Network Steve McCann	Performance Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000259826</b>	Daniela Walsh Metro B Help Desk	None Ron LeBaron	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000259829</b>	Doug Wong Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000259998</b>	Karen Wehking Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.23
<b>INC000000260518</b>	Steven Onysko Voice Operations	Telecom Kelly Johnson	Feature Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.10
<b>INC000000260532</b>	John Whitehead Application Services	Mobile Devices Danielle Hood	Error Environmental Quality	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 3.20

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<b>INC000000260604</b>	Joseph Randolph	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000260610</b>	Susan Weisenberg	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000260615</b>	Jillian Vause	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000260627</b>	Chad Gilgen	None	None	None		TIR Missed: No	TIR: 0.07
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.27
<b>INC000000260881</b>	Judy Etherington	Application	Error	Adobe Dreamweaver		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.26
<b>INC000000261087</b>	Rose Kenworthy	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.10
<b>INC000000261402</b>	Tom Orth	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000261419</b>	Jason Wilde	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.53
<b>INC000000261559</b>	Laurie Leib	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 1.53
<b>INC000000261667</b>	Jillian Vause	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000261674</b>	Brandy Cannon	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000261700</b>	Robin Kelly	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000262456</b>	Brandy Cannon	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000262458</b>	Melissa Yazhe	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000262462</b>	Sandy Dixon	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.95
<b>INC000000262465</b>	Brad Holdaway	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000262745</b>	William Andes	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 2.31



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<b>INC000000262757</b>	Jason Krebs Metro B Desktop Support	PC/Laptop Steve McCann	Performance Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000263262</b>	Harold Sandbeck Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000263308</b>	Judy Etherington Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.99
<b>INC000000263987</b>	Chad Harris Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 5.59
<b>INC000000264212</b>	Jason Wilde Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000264373</b>	Barbara Perkins Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.54
<b>INC000000264473</b>	Mike Herkimer Metro B Desktop Support	Application Bill Crowther	Reporting Environmental Quality	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.17
<b>INC000000264964</b>	Sandy Dixon Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Toner/Fuser/Ink Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000265125</b>	Hao Zhu Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.12
<b>INC000000265280</b>	Philip Griffin Metro B Desktop Support	PC/Laptop Bill Crowther	None Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
<b>INC000000265399</b>	Gary Kobzeff Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 3.31
<b>INC000000265472</b>	Mike Herkimer Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Error Code Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
<b>INC000000265602</b>	Judy Etherington Metro B Desktop Support	Application Tom Hanson	Reporting Environmental Quality	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.78 6.50
<b>INC000000265664</b>	Russell Topham Voice/Data/WAN Services	Telecom Spencer Blodgett	Call/Receive Environmental Quality	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.46
<b>INC000000265786</b>	Susan Weisenberg Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000265931</b>	Dale Jorgensen Metro B Help Desk	Network Janet Hongsyvilay	None Environmental Quality	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
<b>INC000000265986</b>	Jon Black Rural Central Desktop Support	Application Richard Packer	None Environmental Quality	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.19

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<b>INC000000266122</b>	Monique Rodriguez	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	6.35
<b>INC000000266126</b>	Linda Matulich	Telecom	Feature	Telephone		TIR Missed:	No	TIR:	0.06
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.06
<b>INC000000266144</b>	Debbie Oberndorfer	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	7.73
<b>INC000000266160</b>	Mark Hansen	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000266195</b>	John Oakeson	Application	Error	Microsoft Access		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000266243</b>	Mary Fugate	Application	Error	Microsoft Access 2003		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.67
<b>INC000000266270</b>	Pam Jacob	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.27
<b>INC000000266274</b>	Neil Taylor	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.29
<b>INC000000266275</b>	Sandy Dixon	Application	Reporting	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.39
<b>INC000000266279</b>	Camron Harry	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.24
<b>INC000000266792</b>	Paul Krauth	Application	Password	None		TIR Missed:	No	TIR:	0.05
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	8.96
<b>INC000000266841</b>	Brad T Johnson	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.74
	Application Services	Danielle Hood	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.58
<b>INC000000266847</b>	Michelle Weis	Application	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000266988</b>	S Diane Nielson	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.69
<b>INC000000266999</b>	Sandy Dixon	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.78
<b>INC000000267077</b>	John Oakeson	None	None	None		TIR Missed:	No	TIR:	0.47
	Network Operations	Kelli Okumura	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.67
<b>INC000000267114</b>	Michael Yang	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	4.61

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<b>INC000000267204</b>	Michael Yang	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	Yes	TTR:	6.18
<b>INC000000267334</b>	Rebecca Troutman	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Medium	Resolved	TTR Missed:	No	TTR:	0.06
<b>INC000000267341</b>	Deborah Ng	Network	Incident	None		TIR Missed:	No	TIR:	0.68
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	5.90
<b>INC000000267737</b>	Gary Astin	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000267768</b>	Jalynn Knudsen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	1.25
<b>INC000000267948</b>	Michelle Weis	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.71
<b>INC000000267970</b>	Kiera Ellsworth	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	
<b>INC000000268376</b>	Robin V Davis	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.20
<b>INC000000268409</b>	David Hansen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000268596</b>	John Whitehead	Mobile Devices	Error	Droid		TIR Missed:	No	TIR:	0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.18
<b>INC000000268642</b>	Tanner S Blatter	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000268898</b>	Ying-Ying Macauley	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000269085</b>	Jodie Swanson	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.24
<b>INC000000269093</b>	Frank Stehno	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	5.93
<b>INC000000269095</b>	Rose Kenworthy	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	2.54
<b>INC000000269286</b>	Candace Cady	Application	Reporting	None		TIR Missed:	No	TIR:	0.15
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.69
<b>INC000000269349</b>	Penny Flake	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.27
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.27

# Enterprise Incident Report February 2011

As of 3/1/2011

## Environmental Quality

<b>INC000000269361</b>	Eileen Brennan Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Virus Environmental Quality	Symantec AntiVirus Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
<b>INC000000269465</b>	Sandy Dixon Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.40
<b>INC000000269582</b>	Ed Deputy Help Desk	Application Brenda Treadway	Password Environmental Quality	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000269677</b>	William Andes Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.26
<b>INC000000270038</b>	Carolyn Fritz Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Incident Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 0.99
<b>INC000000270150</b>	Brent Everett Metro B Desktop Support	Mobile Devices Steve McCann	Error Environmental Quality	iPhone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 5.26
<b>INC000000270559</b>	Stacy Carroll Metro B Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Error Code Environmental Quality	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.90